

# CCSAS

California Child Support Automation System

## Newsletter

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Premier Edition

October 2004



Supporting California's Children

Welcome to the first quarterly newsletter focusing on the California Child Support Automation System (CCSAS) Project. The CCSAS project is led by the Department of Child Support Services (DCSS), in conjunction with the Franchise Tax Board (FTB) and IBM and its partners, CGI/AMS and Accenture, with active participation of the Child Support Directors Association (CSDA), Local Child Support Agencies (LCSAs) and Child Support Program stakeholders. This newsletter will serve as a means of sharing important information on project development, management, and implementation of CCSAS. We hope the newsletter will assist and inform DCSS and LCSA staff on the project's goals and impacts.

### Treat Yourself CCSAS Style...

Each issue will be packed with the latest developments!

Learn about local impacts;  
Meet the people working on the CCSAS project;  
Share important information on project development;  
Read about upcoming orientations;  
And much more...

Next Issue...January 2005!

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## Getting to Know CCSAS

The California Child Support Automation System project is coming to a local child support agency near you. This article is to introduce you to the basic concepts of the CCSAS project. CCSAS will be the single statewide system for the child support program and is intended to deliver effective and efficient services to all system users and program customers. Additionally, federal certification of CCSAS will eliminate the penalties currently imposed on California by the federal government.

In 1999, state child support reform legislation spelled out the approach for developing the statewide system. The legislation specifies DCSS as the Project Owner and Franchise Tax Board (FTB) as the Project Agent responsible for planning, developing, implementing, and operating the statewide system.

The statewide system will have two components, which together make CCSAS work:

- **Child Support Enforcement (CSE) system** – provides the central data base for child support cases and the associated functionality to support enforcement activities in all LCSAs;
- **State Disbursement Unit (SDU)** – provides centralized processing of child support collections and disbursements including non IV-D payments that are paid by wage withholding.

The State is developing the CCSAS in two phases, referred to as Version 1 and Version 2. Version 1 brings all LCSAs onto one of two existing county automation

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## Getting Oriented...

**Want to be up to speed with the latest information on the CCSAS Project?**

**Join us at one of our upcoming orientations.** The CCSAS Orientations feature a detailed view of the CCSAS project, including information about CCSAS functions, LCSA participation in the development effort and potential business and customer impacts of CCSAS implementation.

Additionally, there will be an informative discussion on Governance and Communication with LCSAs, including the new CSDA committee structure and alignment with DCSS organization.

### Upcoming CCSAS Orientations:

- **November 17, 2004 - Red Bluff**
- **December 8, 2004 - Fresno**

**For more information, visit the CSDA website at: [www.csdaca.org](http://www.csdaca.org)**

The first CCSAS Orientation, held in mid-June, was attended by more than 90 LCSA Directors, managers, and staff. More recently, on October 7, we held a CCSAS Orientation in Los Angeles, where two sessions were offered.

**Worried about missing out on this important information?**

**Look for the CCSAS Orientation Video -- available soon!** DCSS in conjunction with CSDA and the Los Angeles DCSS videotaped the October 7 Southern California CCSAS Orientation. A CCSAS Orientation video will be shared with all of the LCSAs.

## Getting to Know CCSAS

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systems, CASES – the San Francisco based system; or ARS – the Los Angeles based system. Both systems will be linked to the new CSE database, providing a statewide view of participant, case and financial data. This database is known as Statewide Services (SWS). During Version 1, the State will also implement centralized payment processing with the SDU. Version 2 will move all the LCSAs from ARS or CASES onto the CSE statewide system.

Through competitive procurement, the State obtained the services of IBM and its partners, CGI/AMS and Accenture, (referred to as the Business Partner – BP) to build and implement the CSE system. Development is in progress and includes the efforts of dedicated DCSS, FTB, and LCSA staff. The State is also in the process of contracting to provide SDU services. See the related article in this issue (beginning on page 5) for more information about the SDU.

The CCSAS project is a collaborative effort among DCSS, FTB, and the BP, with active participation of the CSDA, LCSAs and other stakeholders. In fact, DCSS has brought in 13 full-time staff from the LCSAs to provide subject matter expertise to the development and implementation effort. In addition, an Executive Business Group identified by CSDA and DCSS, and comprised of LCSA staff from all levels is actively participating in reviewing and providing input to key system requirements and documents. There is a whole host of CSDA subcommittees, including Outreach, SDU, Business Process Analysis and Forms. They are participating in the review and development of CCSAS plans and activities. These subcommittees operate under the general direction of the CSDA through the CSDA Automation Committee.

With this approach and through the dedicated efforts of all involved, particularly DCSS and LCSA subject matter expert staff, we are confident that we have created the recipe for success and an terrific system!

### "Did You Know"

Take your best guess at identifying the following acronyms –

- 1) CCSAS
- 2) BP
- 3) SWS
- 4) CSE
- 5) SDU



Answers on page 4

## Welcome to the new CCSAS Project Leader!

by Bill Otterbeck  
Change Management Project Executive

The CCSAS Project has a new Project Leader. Her name is Dianne Koelzer.



Dianne has over 14 years of experience managing large information technology organizations and projects. Prior to joining DCSS, she was the Chief Information

Officer/Director of Technology Services and Support Division for the California Lottery. She directed conversion activities of the old Lottery gaming system to a new state-of-the art system, which was the largest conversion of this type ever done, worldwide.

Dianne has worked in state service for over 24 years and during that time served as Project Manager for the Governor's Office of Innovation in Government, coordinating and assisting in the management of the Government Blueprint Project for the State of California. She has also served at the Tax Branch and IT Branch of EDD.

As she recently remarked at a CSDA meeting, one of her first challenges in the child support program is to learn all of the acronyms and the vocabulary of the child support program and the CCSAS Project. She is interested in the impacts of the CCSAS on LCSAs. Her goal is to continue to strengthen the working relationship between CSDA, which represents the majority of the user community, and the CCSAS Project.

We welcome Dianne's leadership and information technology project implementation skills. Her desire to build strong relationships with child support program partners and stakeholders will help to ensure the success of the CCSAS Project.

## Local Spotlight - Outreach Update

by Laura Roth  
Director, El Dorado County  
CSDA Outreach Committee Chair

### Joining the CCSAS partnership in assisting with transition to CASES

Communication through education and information is key to success in any project implementation. The conversion of the counties from existing systems to the Computer Assisted Support Enforcement System (CASES) over the next year is a significant change, one that has been planned and that staff has trained for months in advance.



To facilitate this process for counties that are already inundated with tasks for their upcoming conversions, the DCSS, FTB and BP staff have worked with the CSDA, CCSAS Outreach Committee, to develop tools and templates for the counties to use in informing the public of the upcoming changes that impact them. Subject matter experts on child support as well as outreach experts helped review the tools and templates and give feedback. The director in each of the 14 converting counties also participated.

Letters intended to provide information and education have been completed for custodial parties, noncustodial parents, employers and other jurisdictions. A Frequently Asked Questions handout is available. Wording has been developed that can be used to record voice mail messages informing callers of the conversion. Press release and newspaper ad samples will be available.

In all, the tools developed are of very high quality and we have hopes that counties will use them with confidence and be assured that care and thought

went into their drafting and production. Special thanks to LCSA staff Sondra Rester, Carolyn Swayze, Karen Hall and the others who helped read and respond in short time frames. A smooth transition to CASES will be facilitated with these simple and direct tools of communication. Outreach for SDU and CSE is next.

"In all, the tools developed are of very high quality with hopes that counties will use them with confidence and be assured that care and thought went into their drafting and production."

*Additional volunteers will be sought, so speak up if you're interested in joining in on the fun! Laura Roth can be contacted at (530) 642-7363.*



## CCSAS - Upclose and Personal

### Interview with Joe Fasig LCSA Consultant



#### How long have you worked in the Child Support Program?

*I've been in the Merced County Child Support*

*Program for a little over 11 years, and I've been on the CCSAS Project for more than 9 months.*

#### What interested you in working on the CCSAS Project?

*Initially when I read the position/job announcement, it sounded quite interesting. And, it was a perfect time in my life to take on a new challenge. Ever since I've been in Child Support, I wanted to make an impact on the Child Support Program at the highest level. At the moment the opportunity to accomplish that presented itself, I went for it, and like they say, the rest is history.*

#### What are the current activities you are involved in?

*I am a member of the Locate Capability Team. Each major area of system functionality is defined as a capability and has a team of LCSA, DCSS, Business Partner (BP) and FTB staff working on it. I was also involved in the Version 1 Software Design Review and the Software Requirements Specification Final Review. These documents represent the defined scope of functionality for Version 1 of CCSAS. In other words, it defines what functions and data are in the statewide services database and how it interacts with ARS/CASES and the SDU.*

#### What is the most important thing that you contribute as a participant from an LCSA?

*I feel that my most important contribution in this process is providing input on real life scenarios and work processes. Helping our BP and FTB counterparts get a feel for what the system actually needs to accomplish, will benefit the caseworker at the local level.*

#### Has your perspective changed at all now that you are working on this project?

*Not totally, but I have learned to accept that we are not here to copy our existing system or our existing way of doing business. We are here to design the best-of-the-best. In doing that, we have to be open to ideas from all sources, and we can't rely on just our own experience, no matter how extensive. But, I have to also always remember to view what I am doing from the caseworker perspective. I*

*believe it is important, at least for me, to design the system with the end user in mind. No matter how sophisticated a system we develop, if caseworkers don't accept it as a new and improved tool that will make them more productive and successful in their work, then we have not been truly successful.*

**"I have to also always remember to view what I am doing from the caseworker perspective."**

#### "Did You Know"

##### Acronym Answer Sheet

- 1) CCSAS - California Child Support Automation System
- 2) BP - Business Partner
- 3) SWS - Statewide Services
- 4) CSE - Child Support Enforcement
- 5) SDU - State Disbursement Unit



# Got SDU?

by Kathie LaLonde  
Child Support Consultant

**H**ave you been hearing the term “SDU” around the workplace? Been wondering what it is, why you should care, and what it means to the child support program? This is the first in a series of articles, featuring questions and answers, to provide you with information about the CCSAS and its major components CSE and SDU.

## What is an SDU?

“SDU” stands for State Disbursement Unit. The SDU is one of the components of the CCSAS and will be the single location for processing child support payments. The SDU will handle payments for all child support orders enforced by the LCSAs, plus all non IV-D (private child support) orders where direct wage withholding is the method of payment.

## Why must California have an SDU?

As a part of the federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)—the welfare reform act—each state must have a single place for employers and noncustodial parents (NCP) to remit child support payments and to disburse those payments to the correct parties. The purpose of this law was to streamline and reduce the costs of the child support receipt of collection and disbursement process. The SDU is an integral component of CCSAS and must be in place for California to receive federal certification of its statewide

system, relieving the State of federal penalties.

## Who will manage SDU operations in California?

The State has elected to procure a private service provider (SP) to perform the collection and disbursement activities. The FTB conducted a competitive solicitation to select the SDU SP and the Notice of Intent to Award was issued September 9 to Bank of America who leads a team that includes Deloitte Consulting, First Data Corporation and Informatix. The anticipated contract award and start date for the SDU SP is mid-December 2004. Once the SDU is implemented,

**Child Support Enforcement (CSE) system** – provides the central data base for child support cases and the associated functionality to support enforcement activities in all LCSAs

**State Disbursement Unit (SDU)** – provides centralized processing of child support collections and disbursements including non IV-D payments that are paid by wage withholding

DCSS will manage that contract and provide operational oversight.

## What are the major responsibilities of the SDU?

Think of the SDU as a clearinghouse for child support payments. The SDU SP processes the payments within the two-day timeframe, but the Child Support

Enforcement System (CSE) makes all the decisions and has all the brains!

The major responsibilities of the SDU are:

- **Centralized receipt of support collections** – a single place for employers, NCPs, and other states to send support payments
- **Centralized disbursement of support payments** – a single entity to send payments to custodial parties (CPs) and other states.
- **Electronic Help Desk** – a service to support employers, NCPs and other states in sending, and CPs in receiving, payments using electronic processes, including cash, check, EFT/EDI, credit card, wire transfer, money order, and direct withdrawal for collections; and direct deposit, electronic payment card, and checks for disbursements.
- **Non IV-D Customer Service Center** – a way for Non IV-D participants to receive limited information about their child support, such as requesting a payment history or a replacement check.

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## Got SDU?

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### How will the SDU work with ARS and CASES?

The SDU will receive payments and send the collection information to the CSE. Version 1 of CSE will process the data and forward it to the appropriate LCSAs using an interface to ARS and CASES. The LCSA systems will send disbursement instructions directly to the SDU, which will issue the actual disbursements.

The SDU will return disbursement status information directly to ARS and CASES. When Version 2 replaces the ARS and CASES systems, the SDU will receive disbursement instructions directly from the CSE system.

"The SDU will handle payments for all child support orders enforced by the LCSAs, plus all non IV-D (private child support) orders where direct wage withholding is the method of payment."

### When will the SDU begin?

The SDU SP will come on board in December 2004 after their contract is approved. The SDU implementation will begin in September 2005. As soon as the SDU SP is on board, DCSS will work closely with the SP and LCSAs to determine the best implementation schedule.

In the next issue, look forward to more detailed information about the SDU. In the meantime, if you have questions you would like to submit, please send them to: [CCSASNewsletter@dcss.ca.gov](mailto:CCSASNewsletter@dcss.ca.gov). We will try and answer them in the upcoming issues.

## WE WELCOME YOUR INPUT!

Would you like more information on aspects of the CCSAS Project?

Do you have questions?

Would you like to contribute to the newsletter?

You can contact us at:  
[CCSASNewsletter@dcss.ca.gov](mailto:CCSASNewsletter@dcss.ca.gov)



Supporting California's Children

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